

Housing On-Line Self Service

User Guide



Hull
City Council

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What is Housing Self Service?

Housing Self Service allows customers of Hull City Council to securely access their personal information online including rent account details, contact details and communication preferences.

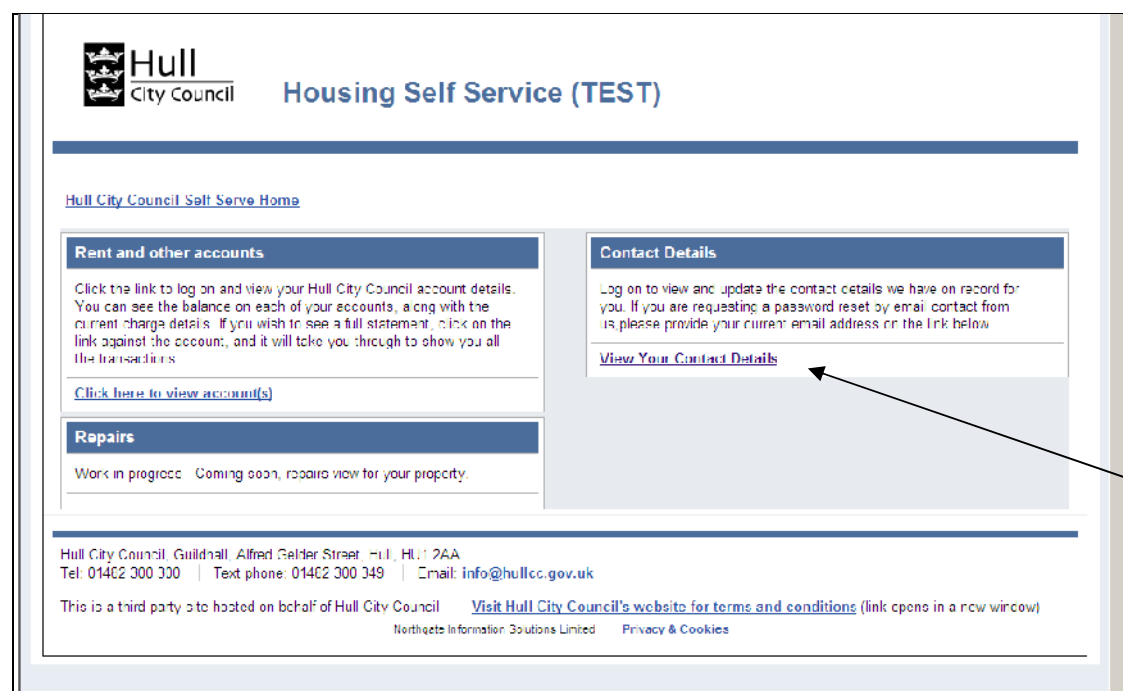
In the future we will look to expand Housing Self Service to enable customers to log and track repair requests and complete online surveys.

The tenancy information that you can view on Housing Self Service is accurate and the same information is held by Hull City Council and used by members of staff.

Housing Self Service can be accessed from the Hull City Council website on the following link <http://www.hullcc.gov.uk> and clicking on 'Housing' link under the 'Services' header on the right hand side of the page.

To log in to Housing Self Service or to register for the first time, click on the 'View your contact details' link under the Contact Details section.

This will launch a screen which will allow users to enter a user name, password and memorable question (which is selected as part of the registration process)



How to register for Housing Self Service

To register for Housing Self Service, click on the 'View your contact details' link under the Contact Details section (see previous page). This will launch the log in screen (as below).

Click on the 'I do not have an account yet (register)' link

Hull City Council Housing Self Service (TEST)

[Hull City Council Self Serve Home](#) [Log in](#)

Login

* Username

* Password

Answer to your Memorable Question
(If this is your first login, leave blank)

[Cancel](#)

- [I have forgotten my password](#)
- [I do not have an account yet \(register\)](#)

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA
Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: info@hullcc.gov.uk

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The registration screen will open, and will require the entry of a number of pieces of information to confirm your registration. This includes surname, date of birth, payment reference number, email address (if known) and mobile phone number (if known), and preferred contact method.

These last two items will enable Hull City Council Housing to contact you in the event of a problem.

See screen shot of registration page

The screenshot shows the 'Hull City Council' logo and the title 'Housing Self Service (TEST)'. Below this is a navigation bar with 'Hull City Council Self Serve Home' and 'Register for Self Service'. The main content area is titled 'Register' and contains several input fields: 'Your Surname', 'Your Date of Birth' (with a calendar icon and format DD/MM/YYYY), 'Enter your payment reference number', 'Email Address', 'Mobile Phone Number', and 'Preferred Contact Method' (with radio buttons for 'Email' and 'Letter'). At the bottom of the form are 'Register' and 'Cancel' buttons. Below the form, there is contact information for Hull City Council, including the address, phone numbers, and email. It also includes a disclaimer about the site being a third-party site hosted on behalf of Hull City Council, and links to the terms and conditions, privacy policy, and cookies.

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA
Tel: 01482 300 300 | Text phone: 01482 300 319 | Email: info@hullec.gov.uk

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- Enter Your Surname.
- Enter Your Date of Birth. Click on the calendar drop down button to the right of this section to open an online calendar. This ensures that dates are entered into the system correctly.
- Enter your unique payment reference number (which is quoted on your rent card/paper rent statements).
- Enter a valid email address. Housing Self Service will use this email address to contact you should you choose to be contacted by email rather than by post.
- Other email addresses and phone numbers can be registered (see updating contact details section).
- If you have a mobile phone number, please enter the valid mobile number.
- Select the preferred contact method, either email or letter. This value is mandatory. Should you select the email correspondence option, then a valid email address is required.

If you have entered the information correctly, registration will be automatic and letters containing user details and passwords will be sent separately within seven working days from date of registration.



If any of the details entered do not match the records held by Housing Department then an error message will be displayed, stating that the "system is unable to uniquely identify you from the details given".

Please try again, however if too many unsuccessful attempts have been made the site will close. If this happens, please contact:

HS-SystemsSupportTeam@hulcc.gov.uk or telephone 01482 300 300 for further help.

After registration - using Housing Self Service for the first time

Within seven working days from date of registration, Housing Self Service users will receive two separate letters addressed to their recorded correspondence address.

One letter contains a unique user identifier (user name); the other letter contains a system generated password.

These two separate letters provide additional security for users.

If either letter is not received within 10 days, please contact HS-SystemsSupportTeam@hullcc.gov.uk or telephone 01482 300 300

When both letters have been received, you will be able to log in to Housing Self Service from the link from Hull City Council website or from Housing Self Service if you have saved this link on your computer.

At the first log in, users will be able to

Re-enter the current password and choose a new one, if needed, to something more memorable, (this needs to be at least eight characters and contain at least one number, one uppercase character and one lowercase character for example NewYear12).

Type a memorable question and the answer. This helps provide an additional level of security for users to be able to reset their own password if this has been forgotten.

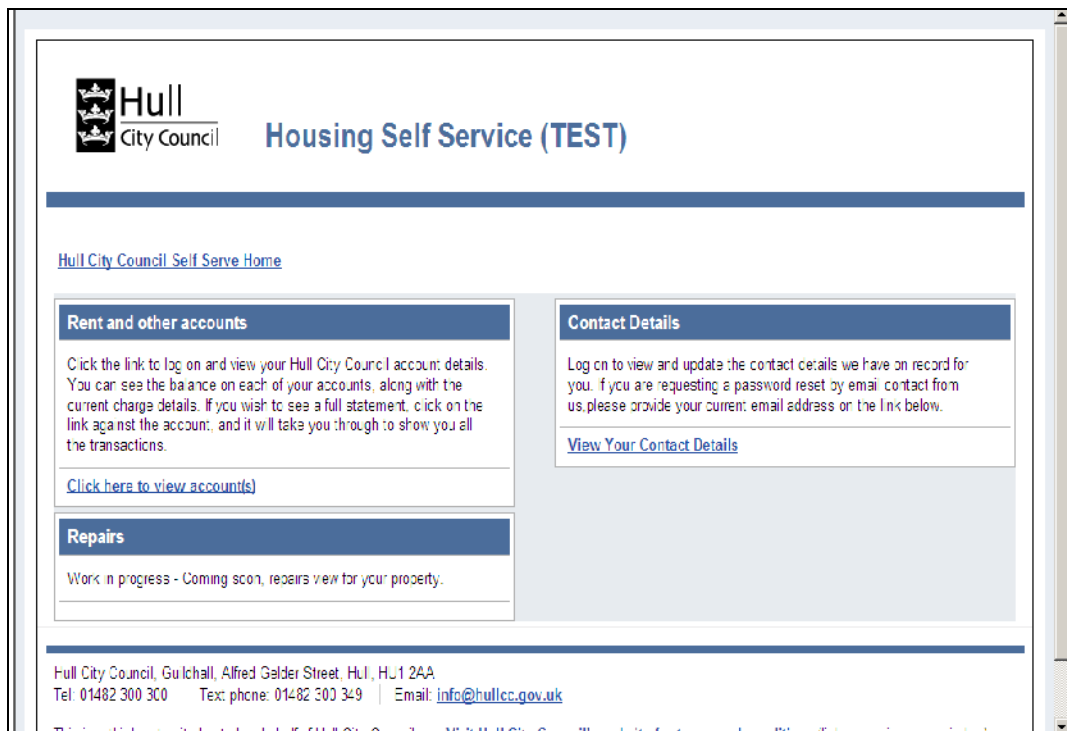
Click on the Log in button

The screenshot shows the 'Hull City Council Housing Self Service (TEST)' login interface. At the top left is the Hull City Council logo. The page title is 'Housing Self Service (TEST)'. Below the title, there are links for 'Hull City Council Self Serve Home' and 'First Login'. The main section is titled 'Login'. It contains several input fields and labels: a label for '* Default username:' with the value '535079'; a label for '* Choose a new username:' with a text box containing '536079'; a label for '* Re-enter current password:' with a masked text box; a label for '* Choose a new password (Min 8 characters inc 1 capital, 1 lowercase and 1 number):' with a masked text box; a label for '* Re-type new password:' with a masked text box; a label for '* Type in a memorable question (you will be asked for the answer whenever you log in):' with a text box containing 'Something you can remember'; and a label for '* Type in the answer to your memorable question:' with an empty text box. At the bottom left is a 'Login' button, and at the bottom right is a 'Cancel' link.

After registration - using Housing Self Service for the first time (continued)

This will take you to the Housing Self Service home screen where:

- Contact details held by Hull City Council Housing can be accessed and updated
- Online rent statements, including payments can be viewed
- Mail preferences can be viewed and updated
- You can log out of Housing Self Service.



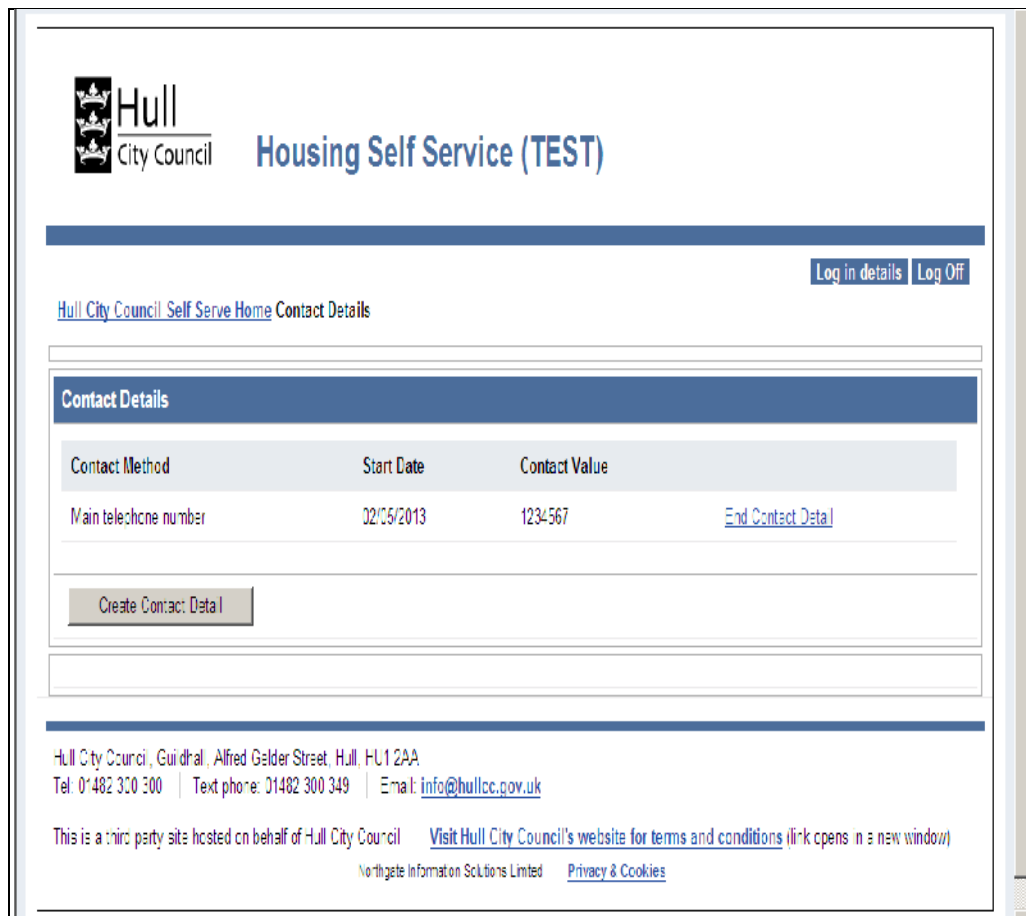
How to access and update your contact details

1. Click on the View Your Contact Details link
2. Existing contact details held by Hull City Council Housing Department will be shown. These details can include telephone numbers and any email addresses we have on record for you.

Correct contact details enable the Housing Department to deliver excellent customer care at all times.

Creating new contact details

1. To create new contact details, click on the '**Create new contact Details**' button



The screenshot displays the 'Hull City Council Housing Self Service (TEST)' web interface. At the top left is the Hull City Council logo. To its right, the text 'Housing Self Service (TEST)' is displayed. Below the logo, there is a navigation bar with a 'Log in details' button and a 'Log Off' button. Underneath the navigation bar, the text 'Hull City Council Self Serve Home Contact Details' is visible. The main content area features a table titled 'Contact Details'. The table has three columns: 'Contact Method', 'Start Date', and 'Contact Value'. A single row is shown with the values 'Main telephone number', '02/05/2013', and '1234567'. To the right of this row is a link labeled 'End Contact Detail'. Below the table, there is a button labeled 'Create Contact Detail'. At the bottom of the page, there is a footer containing contact information for Hull City Council, including the address 'Guildhall, Alfred Gelder Street, Hull, HU1 2AA', telephone number '01482 300 300', text phone number '01482 300 349', and email address 'info@hullcc.gov.uk'. It also includes a link to 'Visit Hull City Council's website for terms and conditions (link opens in a new window)' and a link to 'Privacy & Cookies'.

Hull City Council

Housing Self Service (TEST)

Log in details Log Off

Hull City Council Self Serve Home Contact Details

Contact Method	Start Date	Contact Value
Main telephone number	02/05/2013	1234567

End Contact Detail

Create Contact Detail

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA
Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: info@hullcc.gov.uk

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How to access and update your contact details (continued)

Select from the Contact Method, (either Telephone or Email address) the effective start date of this contact method (if you don't fill this in, it will automatically be set to the current date) and the contact value (either email or phone number).

Once all details have been entered, click on the **Submit** button

The screenshot shows a web form titled 'Hull City Council Housing Self Service (TEST)'. The form is for 'Create Contact Detail'. It includes a 'Contact Method' dropdown menu with 'Please Select' as the current selection. There is a 'Start Date' field with a calendar icon and a 'Contact Value' text input field. A 'Submit' button is located at the bottom left of the form, and a 'Cancel' link is at the bottom right. The page header includes the Hull City Council logo and the title 'Housing Self Service (TEST)'. The footer contains contact information for Hull City Council, including a telephone number, text phone number, and email address, along with a disclaimer about the site being hosted on behalf of the council and links to terms and conditions and privacy & cookies.

Removing out of date contact details

Contact details that are no longer relevant can be removed from Housing Self Service by simply selecting the [End Contact Detail](#) link relating to the contact method.

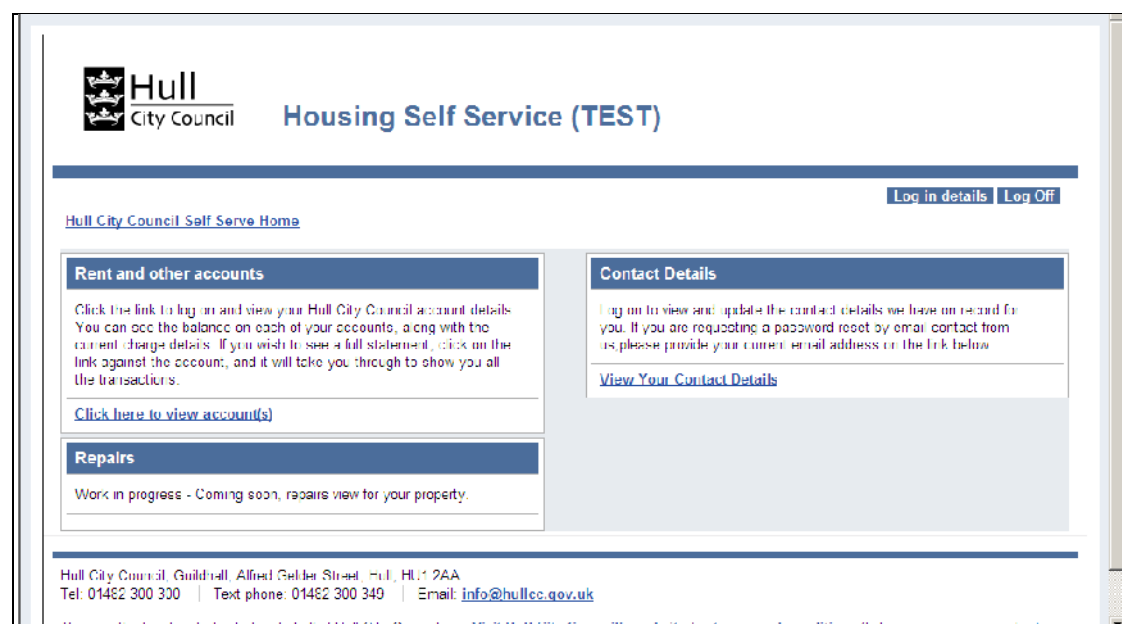
This will remove the associated contact details from records held by Hull City Council, Housing Department.

Online rent statements

One of the key benefits of Housing Self Service is to allow customers to securely access details of rent balances and payments.

Hull City Council Housing encourages as many users as possible to access this information to ensure that customers can always get the latest balance and payment details, to assist them keeping in keeping rent payments up to date.

After successful log in to Housing Self Service, click on the Housing Self Service Home link at the top left of the screen. This will take you back to the home page, where the Housing online rent statement can be accessed.



Click on the 'View your account details' link. This will open the Rent Account Details screen. This initially is a summary by account type of the current balance. Multiple accounts will be shown where relevant.

The information displayed on accounts cannot be edited or deleted.

Online rent statements

- 1 The Current Balance will show the current balance of the account
- 2 Account shows the account type
- 3 Account Status will show this as a current or former account
- 4 Payment Reference will show the unique payment reference of the account holder
- 5 Account Address shows the current recorded address of the account holder

Clicking on the '**Click here to see the account statement**' provides a detailed statement for the account

The screenshot displays the 'Hull City Council Housing Self Service (TEST)' interface. At the top, there are links for 'BBC website', 'Hull City Council website', and 'Google'. The main header includes the Hull City Council logo and the title 'Housing Self Service (TEST)'. Below the header, there are links for 'Hull City Council Self Serve Home' and 'Rent and other accounts', along with 'Log in details' and 'Log Off' buttons.

The 'Rent Account Details' section contains the following information:

Rent Account Details	
Current Balance	0.00 DR
Account	Rent Account
Account Status	Current
Your Payment Reference Number	302754511X
Account Address	88 Laowing Close, Kestral Avenue, Kingston Upon Hull, HU7 4SZ Click here to see the account statement

The 'Breakdown' section shows the following details:

Breakdown	
Gross Rent	71.31
Service Charge	0.00
Rebate	0.00
Sp Subsidy	0.00
Net Rent	71.31

At the bottom of the page, contact information for Hull City Council is provided: 'Hull City Council, Guildhall, Albert Gelder Street, Hull, HU1 2AA', 'Tel: 01482 300 300', 'Text phone: 01482 300 343', and 'Email: info@hullcc.gov.uk'.

Online rent statements

This screen shows all transactions recorded on the account, with the most recent transactions first.

The list of transactions can be refined by selecting the calendar 'From' and 'To' dates and clicking on Search.

The screenshot shows a web browser window displaying the 'Hull City Council Housing Self Service (TEST)' interface. At the top left is the Hull City Council logo. To its right is the title 'Housing Self Service (TEST)'. Below the logo, there are links for 'Log in details' and 'Log Off'. The main heading is 'Hull City Council Self Serve Home Account Statement'. Below this is a section titled 'Account Statement' with a blue header. Inside this section, it displays 'Account Rent Account', 'Payment Reference 302794911X', and 'Balance 0.00 DR'. There are two date pickers: 'From (DD/MM/YYYY)' set to '29/04/2013' and 'To (DD/MM/YYYY)' set to '05/05/2013', followed by a 'Search' button. Below the date pickers, it says 'No transactions'. At the bottom right of the search area is a link 'Back to Account Summary'. At the very bottom of the page, there is contact information for Hull City Council, including the address 'Guldhall, Alfred Gelder Street, Hull, HU1 2AA', telephone number '01482 300 300', text phone '01482 300 349', and email 'info@hulloc.gov.uk'. It also includes a disclaimer 'This is a third party site hosted on behalf of Hull City Council' and links to 'Visit Hull City Council's website for terms and conditions' and 'Privacy & Cookies'.

Key to account details

Date	Date the transaction was recorded
Transaction	Transaction description
Credit	Any payments credited to the account
Debit	Any charges debited from the account (e.g. rent charge)
Balance	The running balance on the account

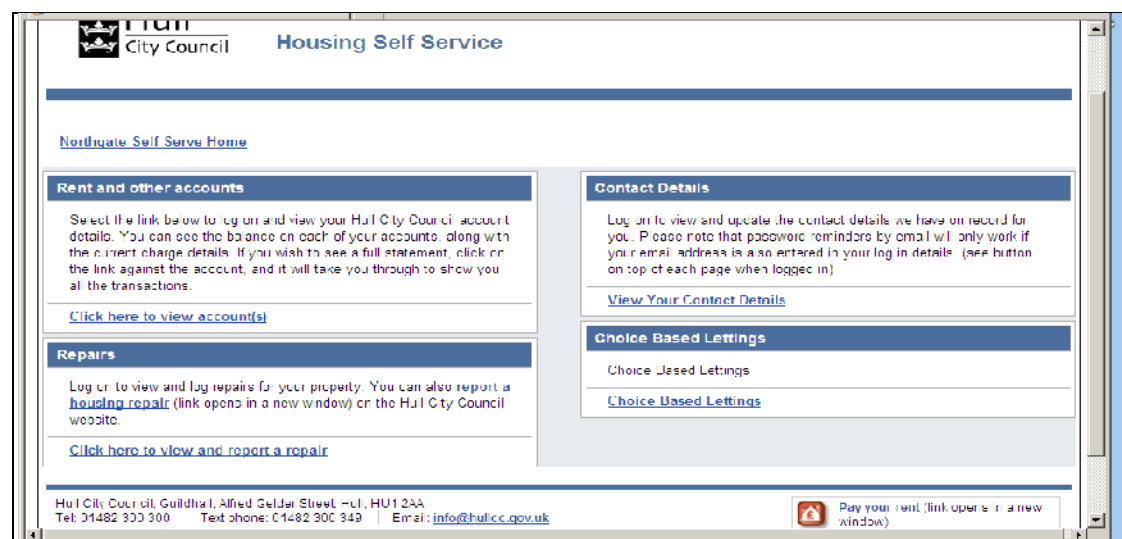
On Line Housing Repairs

You can only report a repair or view repairs for your property if you are logged on to your account

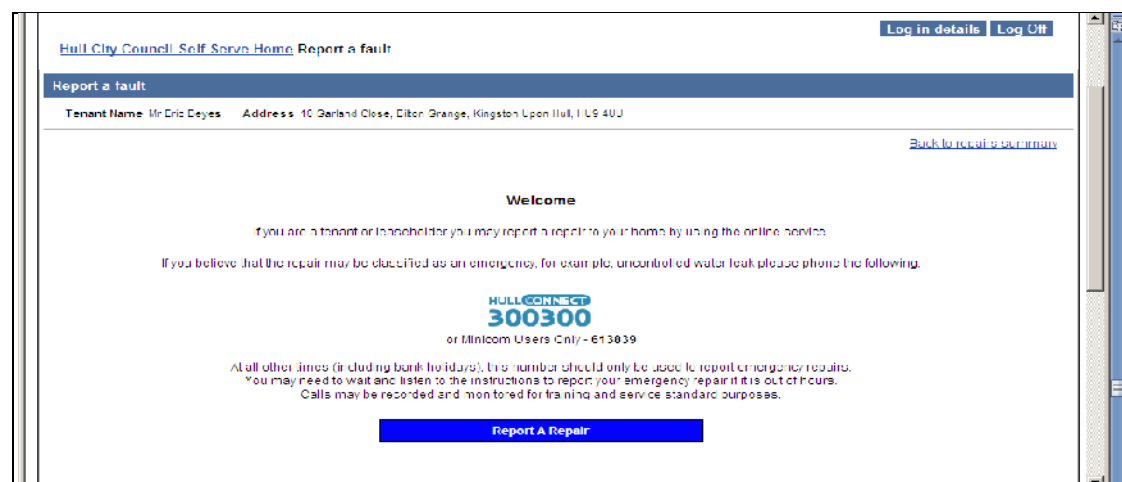
Please check the contact details we are holding for you are correct by clicking on the View your Contact Details link on the home page, prior to requesting your repair/appointment and update as necessary.

➤ How to report a repair

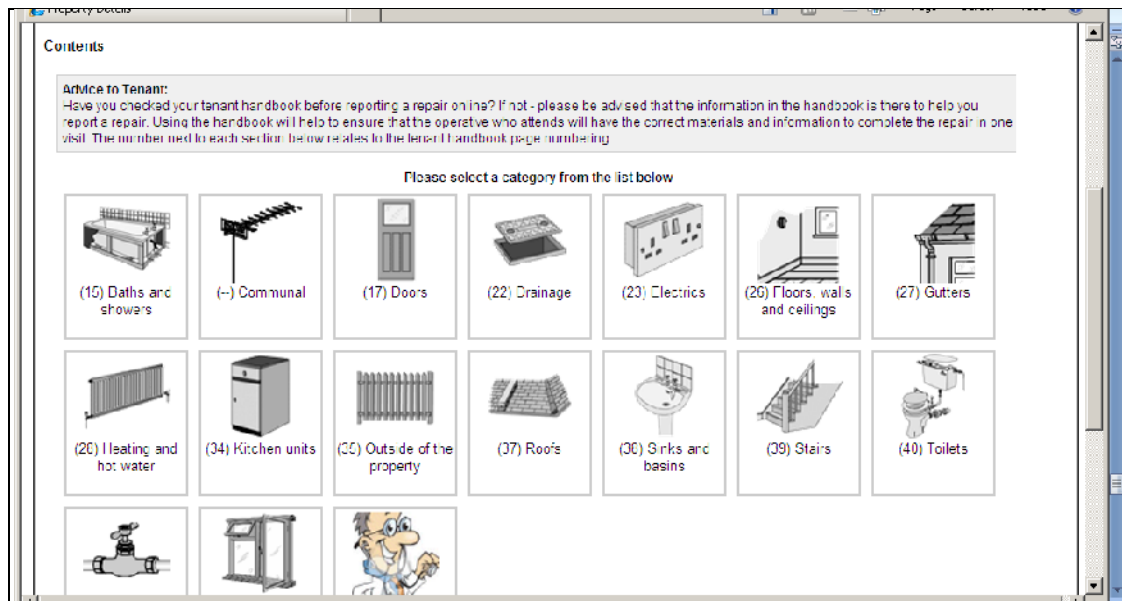
Click on the link to view and report a repair



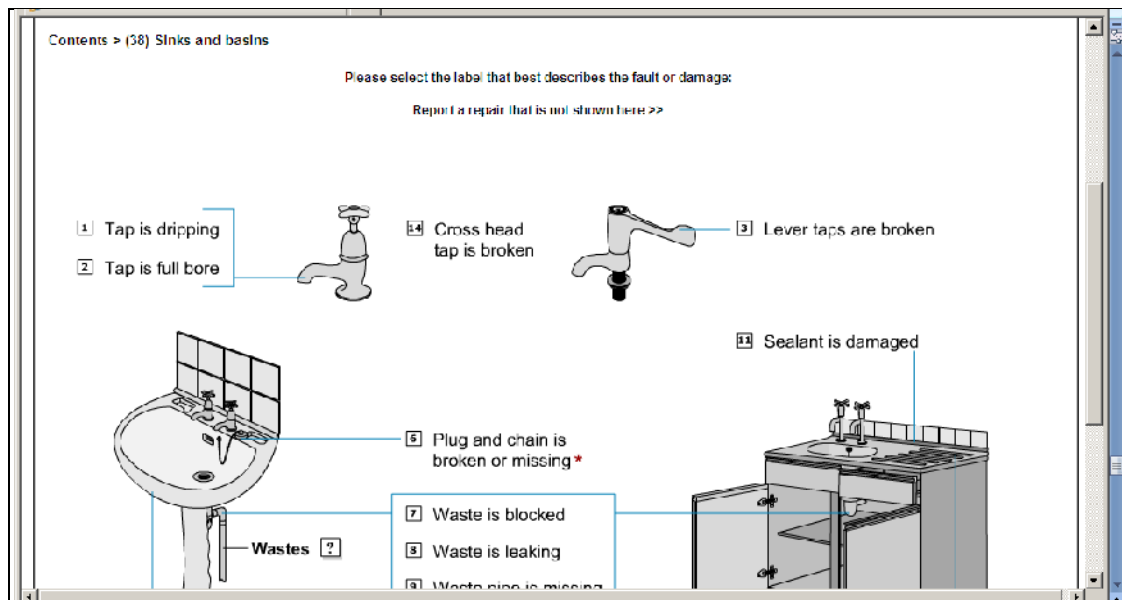
Click on the link next to your address to 'Report a fault for this address' the following screen will be displayed



Click on the blue button Report a Repair and the screen below will be displayed



Click in the area you are requesting the repair and a diagram will be displayed see next page



Select the appropriate diagram for your repair and the screen will move on automatically for you to check the details are correct and update location of the repair if appropriate, if all correct click on the blue 'Order' button.

Contents > (38) Sinks and basins > Job ordering

Gross head tap is broken

Here is the repair description. Once you are happy that you have provided the relevant information, please proceed to order this job:

Job Details	
Tenant advice	Please select the most relevant location from the list below.
Description	Gross head tap is broken
Quantity	1
Location	Bathroom

Order

A confirmation screen will be displayed with your name, telephone number and any email address you have registered with us, if all of these are correct click blue 'Submit' button.

(The details on this screen should always be correct if you have checked them prior to reporting the repair)

Once you have clicked submit, a message will appear to say your request is being processed and will take approximately 60 seconds, once successful the next screen will display your repair and the repair number.

Once your repair is processed the screen will then move on to display available appointments (if applicable for your repair – no appointment necessary for any work outside of the property)

Click in the appropriate time box to select when you want the contractor to attend, add any comments and click on blue button 'Book Appointment'

Please indicate when you require an appointment. Only one appointment may be selected. At all means you are available.

Please indicate your availability by selecting an appointment

Friday, October 17, 2014			
08:00 to 11:59	<input type="checkbox"/>	12:00 to 18:00	<input checked="" type="checkbox"/>
Monday, October 20, 2014			
08:00 to 11:59	<input type="checkbox"/>	12:00 to 18:00	<input type="checkbox"/>
Tuesday, October 21, 2014			
08:00 to 11:59	<input type="checkbox"/>		

If you choose to make an appointment, please enter any additional information you feel may be relevant for the appointment.

Note: the maximum number of characters is 240.

Book Appointment

You will now have raised your repair and booked an appointment

How to amend or cancel an appointment

Click on the link Amend Appointment

Description: Handle is broken
When Reported: 16-OCT-2014 10:17
Location: Bathroom
Reference: 3581289

Action Taken: The work was passed to the contractor and an appointment has been made for 21-OCT-2014 between 12:00 and 18:00
Contractor Name: KWL - JM CONTRACT (LC01 East)
Target Date: 22-OCT-2014
Works Order Ref: 3581289/1
[Access Library](#)
1. WC CISTERN OVERHAUL ANY TYPE , Bathroom
[Amend appointment](#)

The following screen will appear, select either Change appointment or Cancel appointment, as appropriate.

Description: Handle is broken
When Reported: 16-OCT-2014 10:17
Location: Bathroom
Reference: 3581289

Action Taken: The work was passed to the contractor and an appointment has been made for 21-OCT-2014 between 12:00 and 18:00
Contractor Name: KWL - JM CONTRACT (LC01 East)
Target Date: 22-OCT-2014
Works Order Ref: 3581289/1
[Access Library](#)
1. WC CISTERN OVERHAUL ANY TYPE , Bathroom
[Change appointment](#) [Cancel appointment](#) [Back to reports summary](#)

Click on **change appointment** to amend the appointment day/time and new available slots will be displayed, click on the down arrow to display further available slots, select which slot you would prefer.

Click on **Yes** to confirm you wish to change this appointment
If you wish to cancel the appointment, click on **cancel appointment**
Click **Yes** to confirm

Description: Handle is broken
When Reported: 16-OCT-2014 10:17
Location: Bathroom
Reference: 3581289

Action Taken: The work was passed to the contractor and an appointment has been made for 21-OCT-2014 between 12:00 and 18:00
Contractor Name: KWL - JM CONTRACT (LC01 East)
Target Date: 22-OCT-2014
Works Order Ref: 3581289/1
[Access Library](#)
1. WC CISTERN OVERHAUL ANY TYPE , Bathroom
Available slots: Friday 17 Oct 2014 between 12:00 and 18:00
Friday 17 Oct 2014 between 19:00 and 18:00
Monday 20-Oct-2014 between 08:00 and 11:59
Monday 20-Oct-2014 between 12:00 and 18:00
Tuesday 21-Oct-2014 between 08:00 and 11:59
Please confirm: [Yes](#) [No](#)

Viewing repairs on your property

This screen shows you a view of repairs on your property within a specified period (currently 6 months but subject to change) and any repairs not completed on your property

The list of repairs shows:-

When the repair was reported,

Location of the repair within the property,

Action taken i.e. Work passed to Contractor

Target date for resolution of your repair

Works order reference number

Description of work requested i.e. TAP: OVERHAUL ANY TYPE OF TAP, Bathroom

Any action/access history for the repair – see page below for explanation of codes

View related repairs – this is any repairs logged against a street or if you live in a flat, any communal repairs raised on your block.

Description	Cross head tap is broken
When Reported	14-OCT-2014 11:11
Location	Bathroom
Reference	35812/8
	Action History
Action Taken	The work was passed to the contractor and an appointment has been made for 17 OCT 2014 between 12:00 and 18:00
Contractor Name	KWL - JM CONTRACT (LC01 East)
Target Date	21-OCT-2014
Works Order Ref	35812/8/1
	Access History
	1 TAP OVERHAUL ANY TYPE OF TAP, Bathroom
	Amend appointment
Description	Lever taps are broken
When Reported	14 OCT 2014 11:30

Click on Access History link to view further access details, you will then need to scroll down to the bottom of the page and this will display the event/actions and any relevant code (description of the codes below)

Description	Internal door needs re-hanging
When Reported	17-OCT-2014 12:00
Location	Bedroom
Reference	3581316 Action History
Action Taken	The work was passed to the contractor and an appointment has been made for 29-OCT-2014 between 09:00 and 11:09.
Contractor Name	KWI - JIM CONTRACT (1001 East)
Target Date	14-NOV-2014
Works Order Ref	3581316/1 Access History
	1. Carry out necessary repairs to external door, Bedroom

Previous 11 - 20 Next

Contractor Name	KWI - JIM CONTRACT (1001 East)
Target Date	14 NOV 2014
Works Order Ref	3581316/1
	1. Carry out necessary repairs to external door, Bedroom
1 - 1	

Access History			
Datetime	Event/Action	Description	Comments
23-OCT-2014 11:04	No Access	Card Left	Card left re-arranged
23-OCT-2014 11:17	No Access	Contractor taken notes	Tenant would like more than one door easing
23 OCT 2014 11:18	No Access	Awaiting further instructions	Awaiting authorising for extra doors

1 - 3

Description Of Access History - Non Access Codes	Explanation of code
Unable to gain access 1st card left	<p>Our contractor has tried to gain access to your home but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
Unable to gain access 2nd card left	<p>Our contractor has tried a second time to gain access to your home but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>

Introductory letter sent to customer	An introductory letter has been sent to you detailing what works are required to your home.
Card left-access required to property	<p>Our contractor has tried to gain access to your home but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
New appointment date	The appointment for the planned works in your home has been amended
Appointment made	The appointment for the planned works in your home has been raised
Awaiting further instructions	<p>The job has been referred to the Housing Investment Team.</p> <p>Please contact HISCSSS@hullcc.gov.uk or ring 300300 for further information.</p>
Awaiting further instructions - PM	<p>The job has been referred to the Housing Investment Team.</p> <p>Please contact HISCSSS@hullcc.gov.uk or ring 300300 for further information.</p>
Progress update-awaiting materials	<p>Materials have been ordered to complete the repair outstanding at your home.</p> <p>As soon as the materials arrive in stock our contractor will contact you to make a convenient appointment.</p>
Job delayed-customers request	<p>The job is now on hold as per your request.</p> <p>Please contact HISCSSS@hullcc.gov.uk or ring 300300 if you would like the work to commence.</p>
Planned works started	Our contractor has confirmed that the planned works have started in your home

Awaiting materials – Planned work	<p>Materials have been ordered to complete the repair outstanding at your home.</p> <p>As soon as the materials arrive in stock our contractor will contact you to make a convenient appointment.</p>
Unable to complete work-referred to HCC	<p>The job has been referred to the Housing Investment Team.</p> <p>Please contact HISCSSS@hullcc.gov.uk or ring 300300 for further information.</p>
Job delayed-unfavourable weather	<p>Due to the weather conditions at the time of attendance, we are unable to complete this job and have therefore put the job on hold.</p> <p>Our contractor will contact you as soon as possible to arrange a convenient appointment</p>
Gas Appliances capped off	<p>The gas appliances have been capped off and isolated at your home</p>
Card left to confirm capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
1st letter sent regarding capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
2nd letter sent regarding capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A second reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>

Legal letter (3) sent regarding capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A letter from our legal department has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
Check & Test Letter 1 sent	<p>A gas check and test is required to your home. Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
Check & Test Letter 2 sent	<p>A gas check and test is required to your home. Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A second reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
Check & Test referred to Housing Teams	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have now referred this issue to your Area Housing Team.</p> <p>If you would like to arrange an appointment please contact HISCSSS@hullcc.gov.uk or ring 300300</p>
Check & Test 2 nd referral to Housing Teams	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have referred this issue to your Area Housing Team (2nd Referral)</p> <p>If you would like to arrange an appointment please contact HISCSSS@hullcc.gov.uk or ring 300300</p>

Check & Test 3 rd referral to Housing Teams	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have referred this issue to your Area Housing Team (3rd Referral) If you would like to arrange an appointment please contact HISCSSS@hullcc.gov.uk or ring 300300</p>
Check & Test 4 th referral to Housing Teams	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have referred this issue to your Area Housing Team (4th and final referral) If you would like to arrange an appointment please contact HISCSSS@hullcc.gov.uk or ring 300300</p>
Confirmed gas is capped at the meter	A gas engineer has attended property and confirmed the gas is capped at the meter
Further 1st visit following gas repair	A further visit is required to your home following the original repair. Our contractor will contact you as soon as possible to make a convenient appointment
2nd visit following original gas repair	A further visit is required to your home following the original repair. Our contractor will contact you as soon as possible to make a convenient appointment
Gas Servicing referred to Housing Teams	<p>A gas service is required to your home.</p> <p>Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have now referred this issue to your Area Housing Team.</p> <p>If you would like to arrange an appointment please contact HISCSSS@hullcc.gov.uk or ring 300300</p>

Gas Servicing reminder letter 1 sent	<p>A gas service is required to your home.</p> <p>Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
Gas Servicing reminder letter 2 sent	<p>A gas service is required to your home.</p> <p>Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A 2nd reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
Failed appointment at DL4 stage	<p>A gas service is required to your home.</p> <p>Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
Unable to gain access-final letter sent	<p>We have tried a number of times to contact you regarding works that are required in your home. We have sent you a final letter.</p> <p>Please telephone us urgently on the number provided on the letter to arrange a convenient appointment.</p>
No Meter in property	<p>A gas engineer has attended property and confirmed there is no gas meter present</p>
Awaiting materials following gas repair	<p>Materials have been ordered to complete the repair outstanding at your home.</p> <p>As soon as the materials arrive in stock our contractor will contact you to make a convenient appointment.</p>
Property Void at time of Service	<p>The property was void when the contractor visited to undertake the gas service</p>

Housing Self Service security

Hull City Council takes the security of all customer information extremely seriously. In order to protect the security of personal data held within Housing Self Service, the system will automatically timeout after 20 minutes of inactivity.

Password and user name reminders

Should you forget your password, this can be reset and reissued automatically by clicking on the 'I have forgotten my password' link on the log in screen.

The password will be reset automatically and a letter issued to your registered correspondence address containing these revised details. If you have requested email contact, we will send you a password reset by email.

If you do not receive this reminder within 10 working days, please contact HS-SystemsSupportTeam@hullcc.gov.uk or telephone 01482 300 300 for further help.

Hull City Council Housing will then contact you using the contact details held on record. You will be asked a number of security questions to confirm your identity to ensure that we only pass information to the correct customer.

Accessing Housing Self Service from a shared computer.

If the computer used to access details is a shared one, it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

Simply click on the Log Off button in the top right of Housing Self Service web page and then close the current web session, and ideally delete your browsing history.



Further information

Should you have any questions about registering, accessing or using Housing Self Service, please contact:

HS-SystemsSupportTeam@hullcc.gov.uk or telephone 01482 300 300